

BTEC Bulletin

News from the Business Transformation Executive Committee

May 24, 2002 - Issue 3

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May BTEC Meeting

At the May BTEC meeting, George Nesterchuk presented findings from a human resources assessment conducted to assist the Agency in identifying and addressing perceived disparities and inconsistencies in the Agency's treatment and administration of various components of the workforce. He presented recommendations to address issues in the areas of compensation, performance measurement, rewards/awards, recruitment and training. The BTEC endorsed the recommendations in principle, but charged the Human Resources Working Group with conducting further analysis needed to determine the feasibility of some recommendations.

BTEC PROJECTS

The BTEC received status reports on three new projects approved at the April meeting. The three projects are in the areas of (1) procurement reform, (2) human resources reform, and (3) customer services standards/agreements for M and Pillar Bureaus. The working groups are meeting and implementation strategies are being finalized in project charters.

(continued on page 2)

Quick Hit Update

All quick hit projects are moving forward. Highlights on two projects are provided below.

- Two members of the E-Procurement project team recently traveled to the Guatemala Mission to test ePurchasing in a field environment. The application worked over the existing Wide Area Network (WAN)-DTS-PO infrastructure. Successful tests were conducted for a non-catalog purchase card transaction, as well as catalog furniture orders. Guatemala users were trained in creating and approving transactions during this field testing phase of the project and mission staff will continue to test the application and provide reports to the E-Procurement project team.
- BTEC previously approved a quick hit to allow missions to retain proceeds from the sale of non-expendable property. Implementation of the quick hit was deferred pending further research. At the May 8 meeting, the committee decided that proceeds from the sale of mission property will be returned beginning in FY 2004. The funds will be returned in the fiscal year after the sale takes place, e.g., proceeds for property sold in FY 2003 will be returned in FY 2004. By law, the proceeds can only be used for replacement property. The estimated value of annual property sales is \$1.5 million.

Status reports on all of the "Quick Hits" can be found on the BTEC Web site.

INSIDE THIS ISSUE

1	May BTEC Meeting
1	BTEC Projects
1	Quick Hits
2	BSM, Organization Shifts and PMO

The project managers are:

Kitty OHara..... Procurement Reform Project
Lucretia Taylor.....Human Resources Reform Project
Joyce Holfeld Customer Services Standards Project

Please visit the BTEC website for more detailed information on these projects beginning June 3.

Business Systems

Modernization (BSM) News

The activities of the BSM effort are well under way. The first field visit was to Guatemala in mid-May. The team analyzed the mission's organizational structure and relationships, business process flows, transaction volumes and improvement opportunities. The information gathered and lessons learned in Guatemala will be used to create the methodology for additional field visits. BSM teams plan to visit six to eight additional missions in June and July to ensure a representative sample of field processes and systems. The regional Assistant Administrators have been asked to nominate potential sites for the field visits.

The BSM effort will identify opportunities to standardize, streamline and integrate our business processes and will lead the way for modernization of our management systems.

The BSM project manager is Bernie Mazer, M/IRM/CIS.

*Your comments and suggestions are welcomed.
Please contact your bureau's BTEC member or
the PMO Transitional Project Manager, Sandra
Malone-Gilmer.*

Did you know...

*...that almost 5,000 A&A instruments
were signed by OP and field COs in FY 01
and that almost 2/3 of these were
assistance instruments?*

*...that BTEC members are being evaluated
on their performance in the transformation
effort?*

*...that FM processed 56,774 vouchers in
FY 01?*



**The next BTEC meeting is scheduled for
June 12.**

Required Organizational Shifts for Business Transformation

High performing organizations have found that the organizational shifts outlined below may be necessary to achieve business transformation. These shifts are critical to the reform effort and will greatly facilitate business systems integration, streamlining and standardization. Stay tuned for more information about these shifts and how you can help accomplish them.

FROM:

TO:

ManagersLeaders
Functional perspective.....Organizational Perspective
Allocate resources based Allocate resources based
on needon performance
Departmental teamsCross-Functional teams
Accountability uncertaintyAccountability clearly
defined

PMO NEWS

A Project Management Office (PMO) is being formed to support the BTEC's mission to guide the transformation initiatives. The PMO will be the office through which BTEC approved projects are tracked and implementation progress is reported. The PMO will also establish standard project management practices, processes and tools in addition to overseeing cross-functional strategy, planning and project implementation. The current BTEC-approved projects in PMO are: 1)Quick Hits; 2)BSM; 3)Procurement Reform; 4)Human Resources Reform; and 5)Customer Services Standards. Sandra Malone-Gilmer is the Transitional Project Manager for the PMO.

Minutes of the May 8 meeting can be found on the BTEC Web site at <http://inside.usaid.gov/BTEC/>.

